CASE STUDY '16

Care Management with

Datashop

Overview

As the healthcare organizations shift from volume to value, they are in the pursuit of the much talked-about Triple Aim of improving population health, improving the experience of care and reducing the costs.

Often, care management is singled out as the missing piece in the landscape of an affordable and equitable healthcare. Care coordinators miss out on essential information about their patients. In worst cases, they lack information regarding a patient's health status, their discharge, and medical history, or fail to retrieve that information on time.

ACO aiming to develop a Care Management Program

An ACO customer needed to monitor the health of their patients grouped under cohorts, provide them timely care and monitor the impact of their care management plans on individuals as well as the population at large.

CHALLENGES

Tedious Work Queues

Care Coordinators in the ACO had massive data to deal with manually which reduced the effectiveness of the process.

Lack of real-time information access

The organization had no way of tracking their patient's health in real-time or monitor outcomes of their improvement measures. Often it would happen that if a patient switched PCP or care coordinator, the new PCP would not have access to previous care plans.

Issues in adherence to care plans

Due to a high degree of manual work, there were several cases where care coordinators had troubles ensuring a patient's adherence to care plans, maintaining follow-ups with the patient's care teams.

Care Management with Datashop Care

Datashop's Care Management platform was implemented at the ACO to empower care teams and provide them with an autonomy to search and retrieve specific information about all of their patients in real-time to help them design their customized, patient-centric care plans.

Automated work queues

Datashop replaced the manual work on Excel with automated work queues which matched the patients on parameters such as region/episode/history and then automatically assigned them to most suitable care coordinator and PCP in the ACO.

Developing care plans

Datashop generated automated care plans for the patients based on the call survey done by care coordinators. ACO was able to provide the optimal care pathways to close in on the care gaps and take actions as per the patient's health assessment and their critical needs.

Adherence to care plans and follow-ups

With Datashop's push notification feature, care coordinators in the ACO were able to track the at-risk/discharged patients. With scheduled follow-ups, the care teams and the health coaches ensured their patients are following their care plans and evaluated the existing programs to promote, maintain and improve a healthy behavior.

Post-discharge care

Even when a patient has been referred to some other specialist, Datashop continued to coordinate care and refine strategy about going forward. Datashop ensures effective referrals and seamless care transitions across different care settings a patient has been in.

Impact

Within one year of implementation of Datashop, some substantial results were obtained:

- An 8% reduction in the number of admits/1000.

- A 16% reduction in ED visits/1000.

- A 21% reduction was observed in 30-days readmissions, and 10% in 90-days readmissions.

- For every $1 spent on care management teams and infrastructure, $8 were saved.